

666 F 30 " 4 3 4 6 0

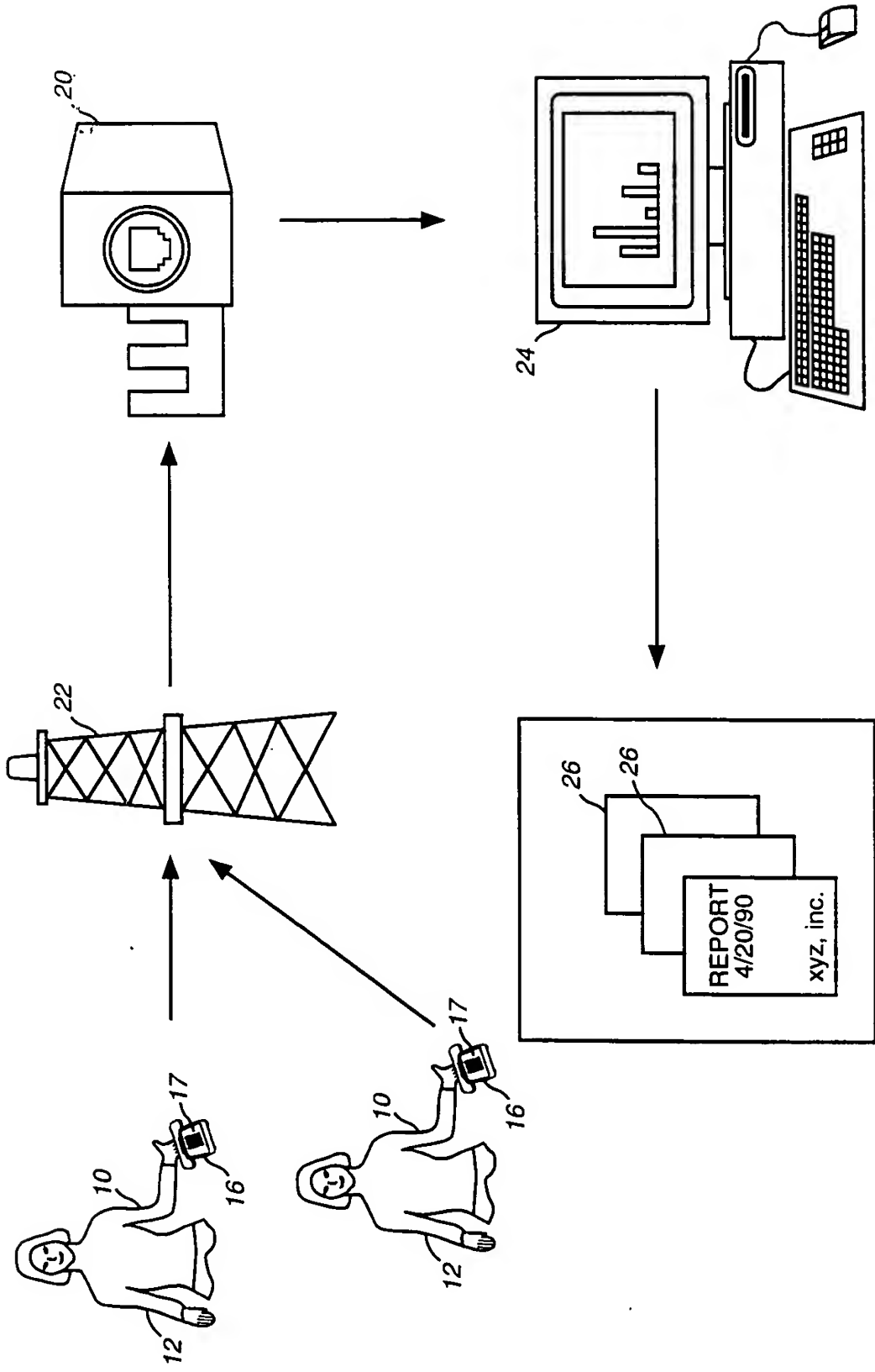
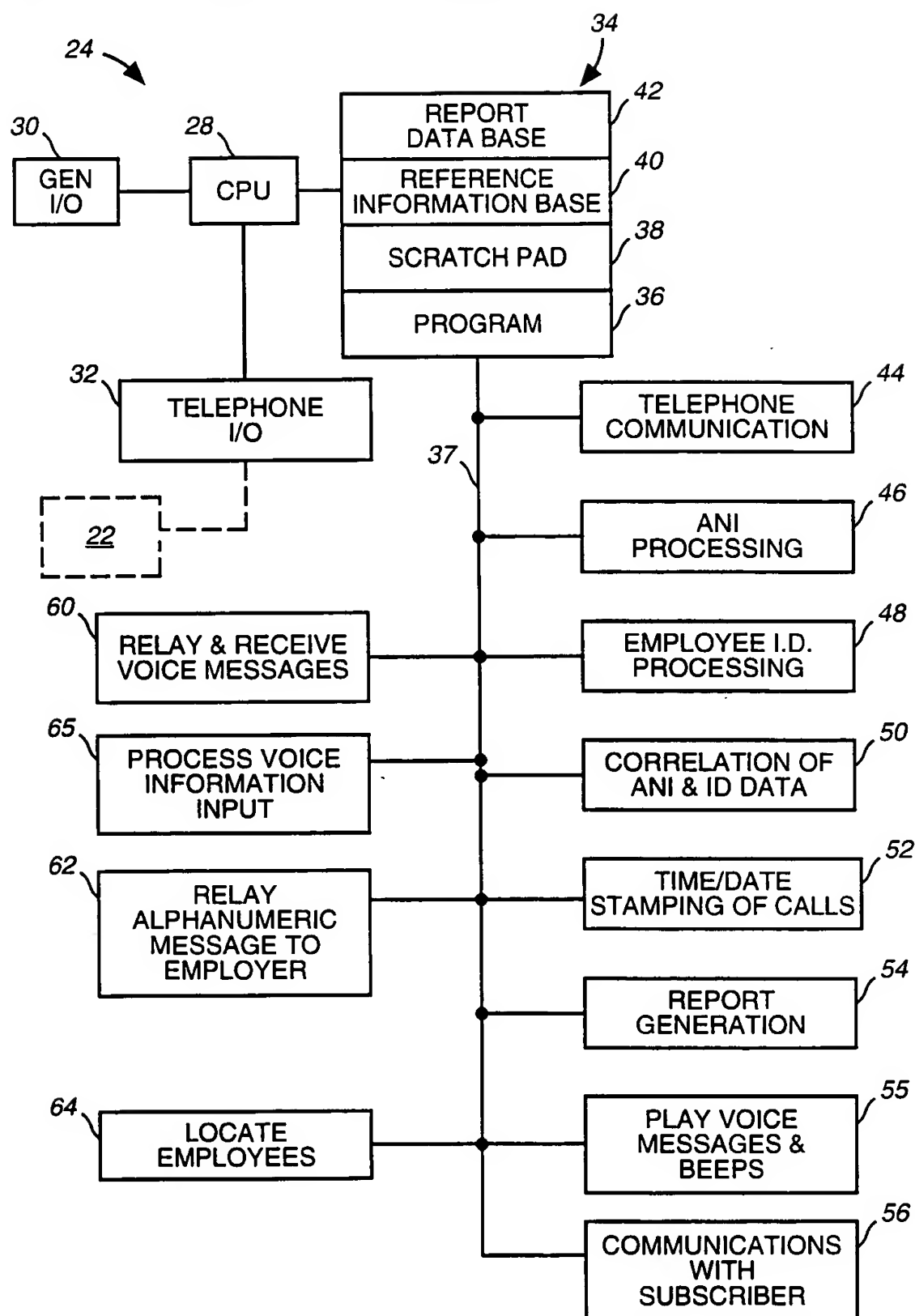


FIG. 1



666750" 4254460

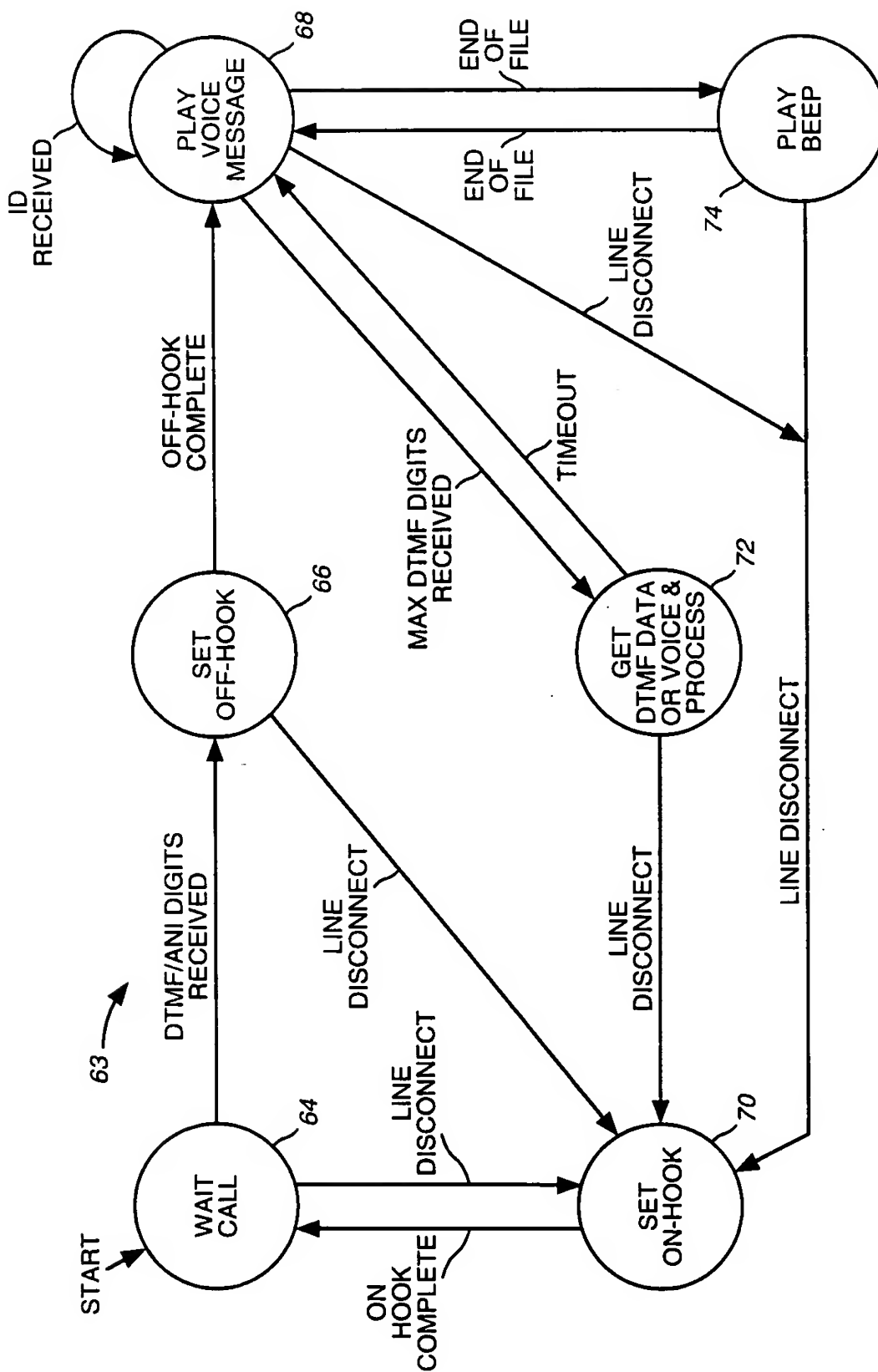


FIG. 3

VOICE	<u>80</u> RR	<u>86</u> OH	LD	ENDF	TO	DTMF	EVENT STATE
SET ON HOOK	SET ON HOOK	SET ON HOOK	SET ON HOOK	SET ON HOOK	SET ON HOOK	SET ON HOOK	SET ON HOOK <u>70</u>
SET ON HOOK	SET ON HOOK	SET ON HOOK	SET ON HOOK	SET ON HOOK	SET ON HOOK	SET ON HOOK	WAIT CALL <u>64</u>
SET ON HOOK	SET ON HOOK	PLAY VOICE MESSAGE	SET ON HOOK	SET ON HOOK	SET ON HOOK	SET ON HOOK	SET OFF HOOK <u>66</u>
GET VOICE DATA	SET ON HOOK	SET ON HOOK	SET ON HOOK	PLAY BEEP	SET ON HOOK	GET DTMF DATA	PLAY VOICE MESSAGE <u>68</u>
GET VOICE DATA	SET ON HOOK	SET ON HOOK	SET ON HOOK	PLAY VOICE MESSAGE	SET ON HOOK	GET DTMF DATA	PLAY BEEP <u>74</u>
SET ON HOOK	SET ON HOOK	SET ON HOOK	SET ON HOOK	SET ON HOOK	PLAY VOICE MESSAGE	GET DTMF DATA	GET DTMF DATA <u>72</u>
GET VOICE DATA	SET ON HOOK	SET ON HOOK	SET ON HOOK	SET ON HOOK	PLAY VOICE MESSAGE	GET DTMF DATA	GET VOICE DATA <u>87</u>

FIG. 4A

SIL	EXIT	ON	TR1	TR2	TR3	EVENT STATE
SET ON HOOK	EXITING	WAIT CALL	GET DTMF DATA	SET ON HOOK	SET ON HOOK	SET ON HOOK <u>70</u>
SET ON HOOK	EXITING	SET ON HOOK	GET DTMF DATA	SET ON HOOK	SET ON HOOK	WAIT CALL <u>64</u>
SET ON HOOK	EXITING	SET ON HOOK	GET DTMF DATA	SET ON HOOK	SET ON HOOK	SET OFF HOOK <u>66</u>
SET ON HOOK	EXITING	SET ON HOOK	SET ON HOOK	SET ON HOOK	PLAY VOICE MESSAGE	PLAY VOICE MESSAGE <u>68</u>
SET ON HOOK	EXITING	SET ON HOOK	SET ON HOOK	SET ON HOOK	SET ON HOOK	PLAY BEEP <u>74</u>
SET ON HOOK	EXITING	SET ON HOOK	GET DTMF DATA	SET ON HOOK	PLAY VOICE MESSAGE	GET DTMF DATA <u>72</u>
SET ON HOOK	EXITING	SET ON HOOK	SET ON HOOK	SET ON HOOK	PLAY VOICE MESSAGE	GET VOICE DATA <u>87</u>

FIG. 4B

ENTRY	EXIT	T STATE
ON HOOK ENTRY <u>88</u>	ON HOOK EXIT <u>90</u>	SET ON HOOK <u>70</u>
WAIT CALL ENTRY <u>92</u>	WAIT CALL EXIT <u>94</u>	WAIT CALL <u>64</u>
OFF HOOK ENTRY <u>96</u>	OFF HOOK EXIT <u>98</u>	SET OFF HOOK <u>66</u>
PLAY FILE ENTRY <u>102</u>	PLAY FILE EXIT <u>104</u>	PLAY VOICE MESSAGE <u>68</u>
PLAY BEEP ENTRY <u>106</u>	PLAY BEEP EXIT <u>108</u>	PLAY BEEP <u>74</u>
GET DTMF ENTRY <u>110</u>	GET DTMF EXIT <u>112</u>	GET DTMF DATA <u>72</u>
GET VOICE ENTRY <u>116</u>	GET VOICE EXIT <u>115</u>	GET VOICE DATA <u>114</u>
EXIT		EXITING

FIG. 5

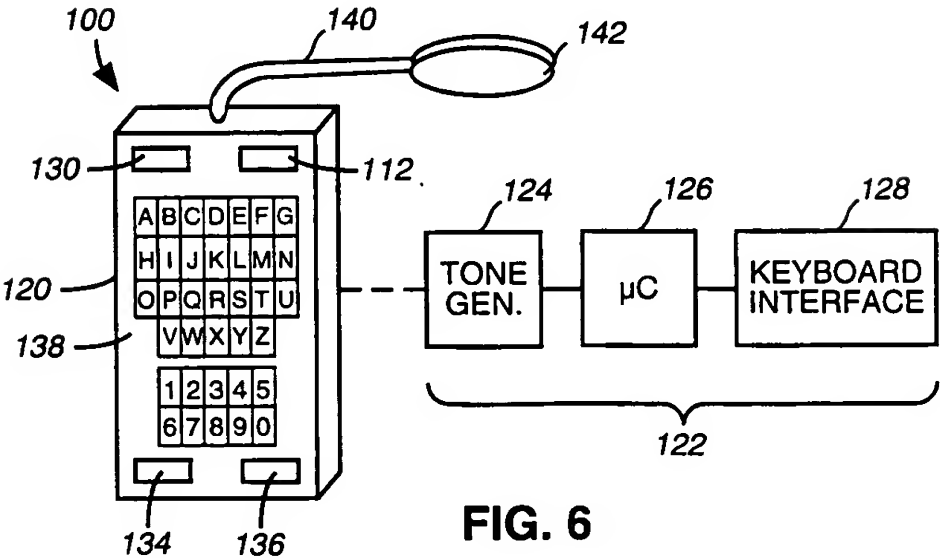


FIG. 6

003450-129760

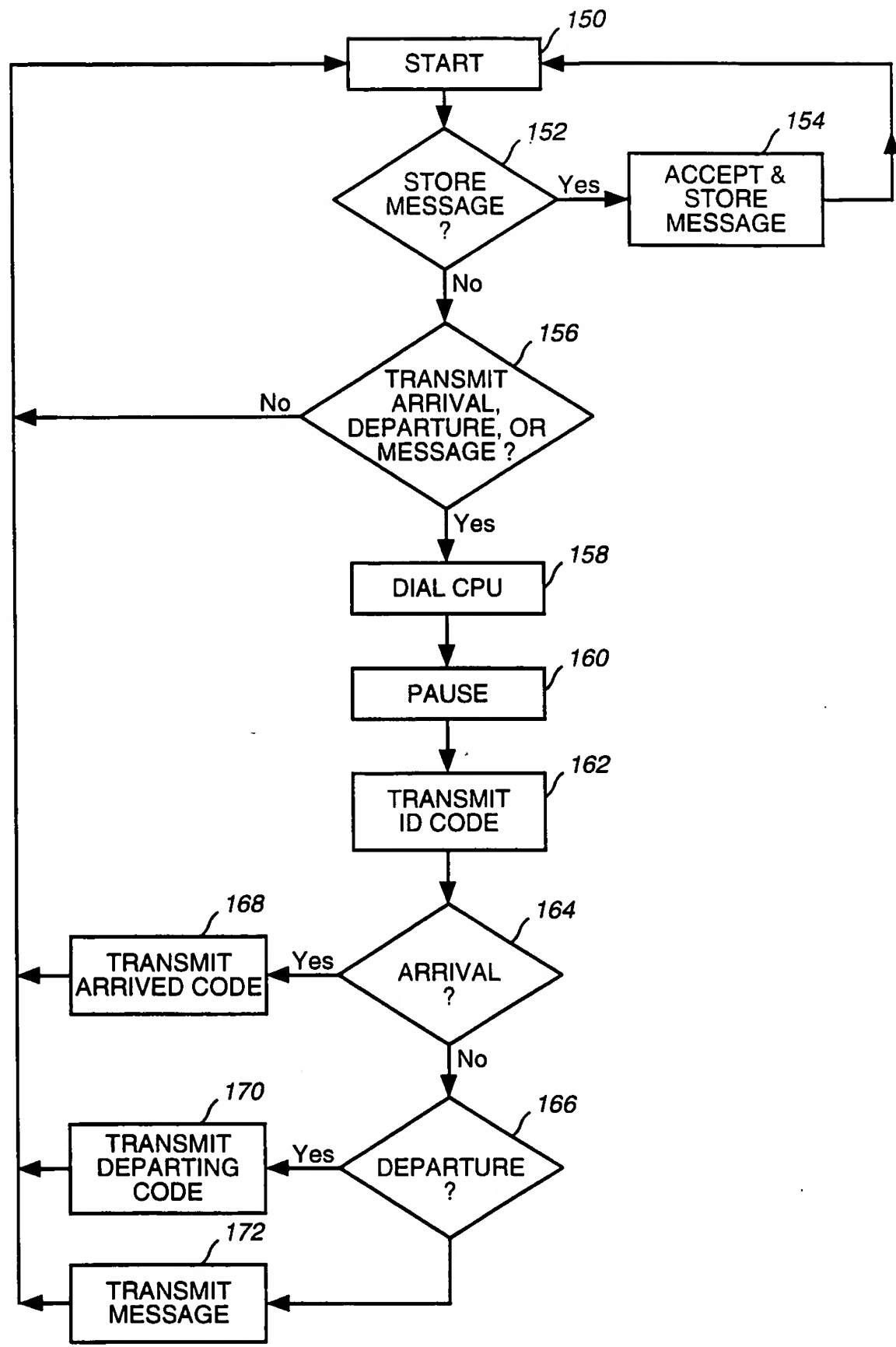


FIG. 7

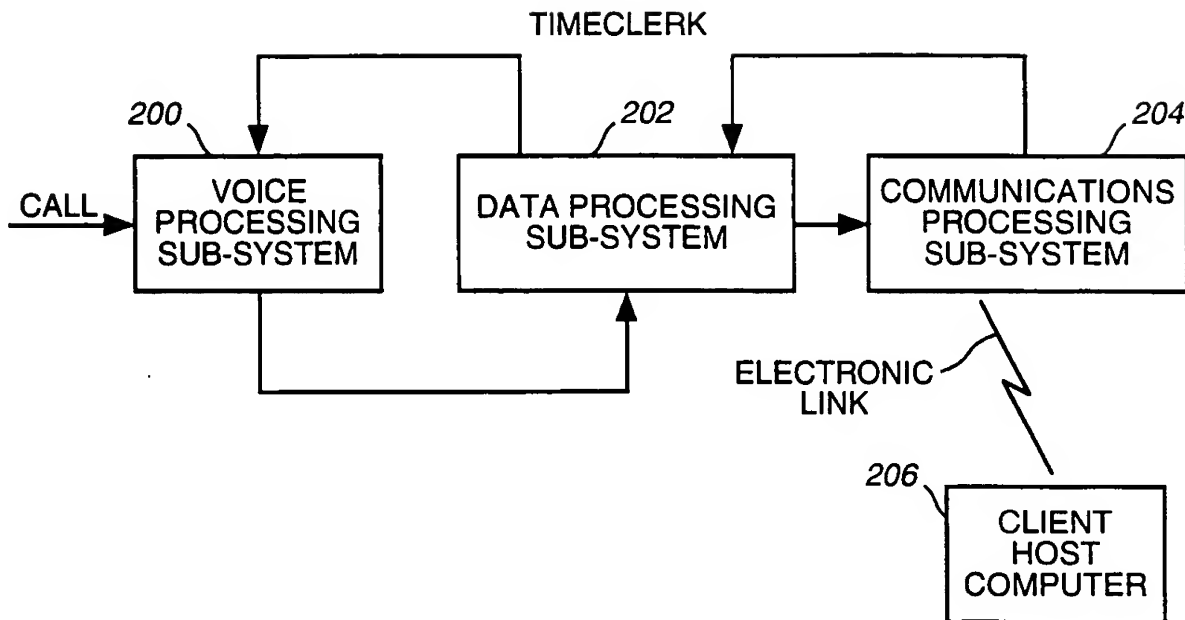


FIG. 8

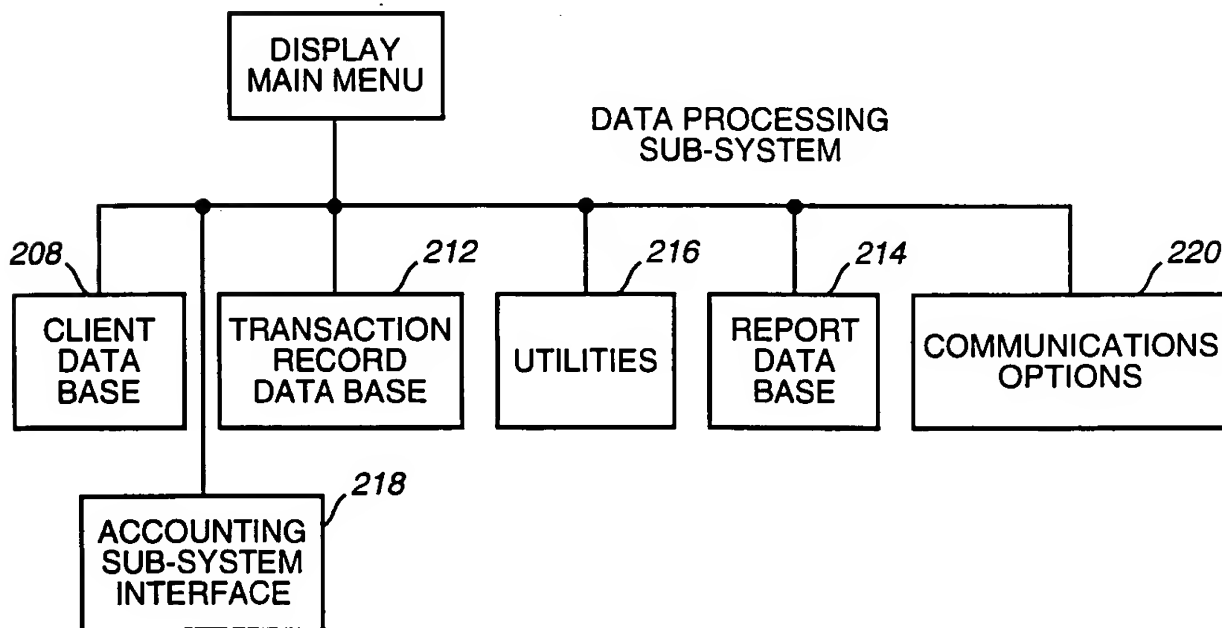


FIG. 10

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VOICE PROCESSING
SUB-SYSTEM

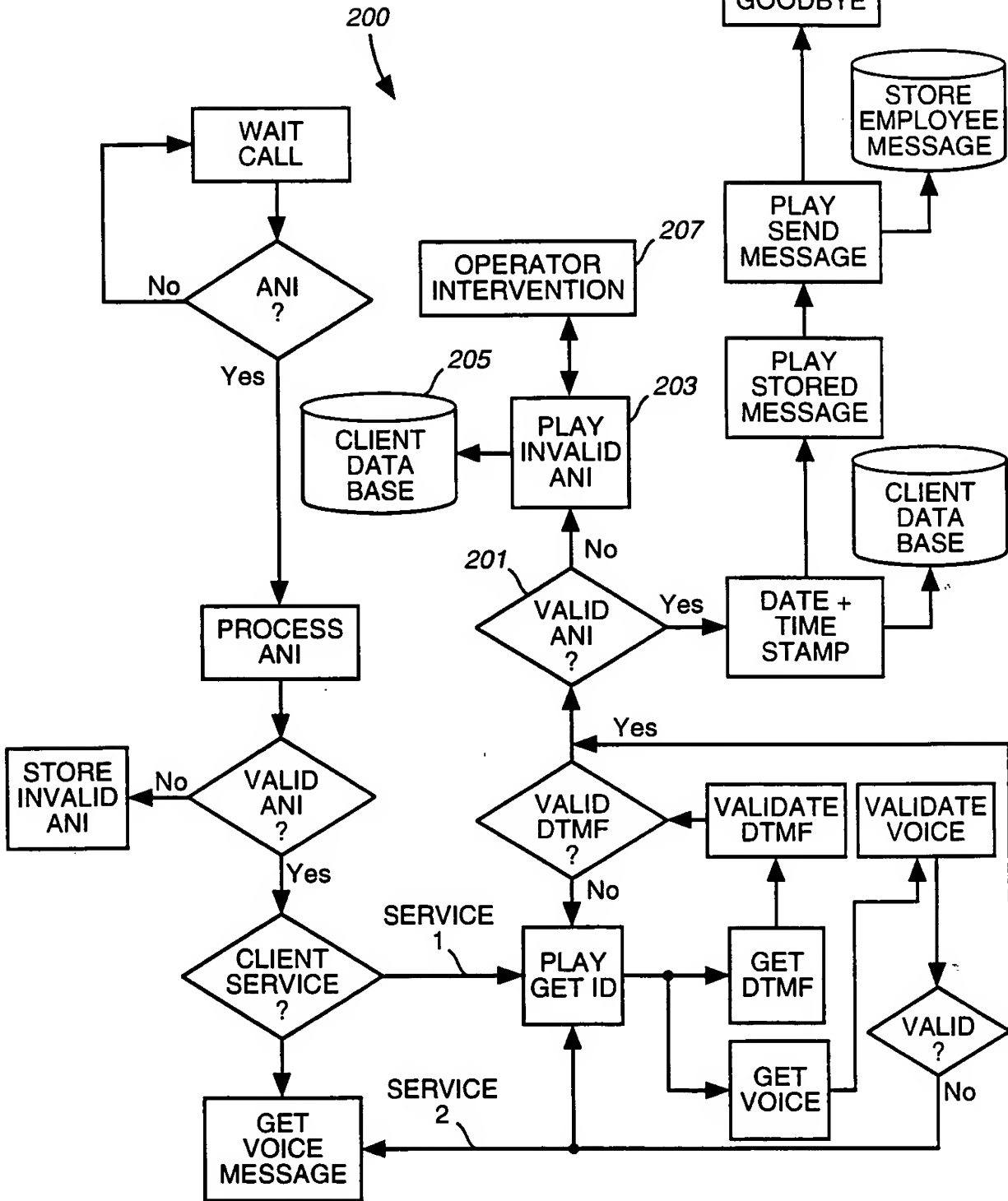


FIG. 9

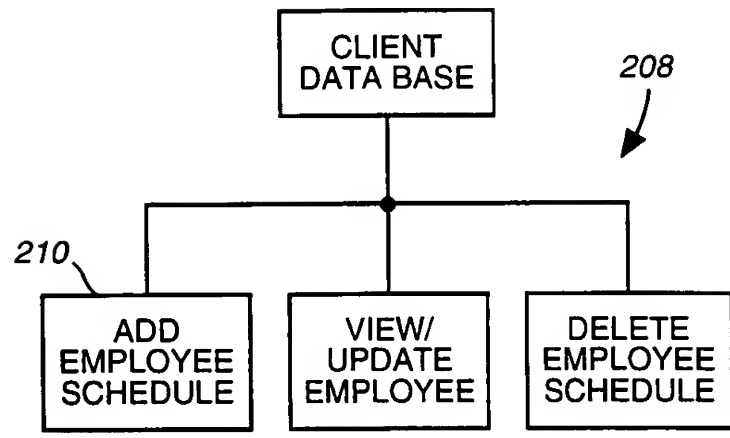


FIG. 11

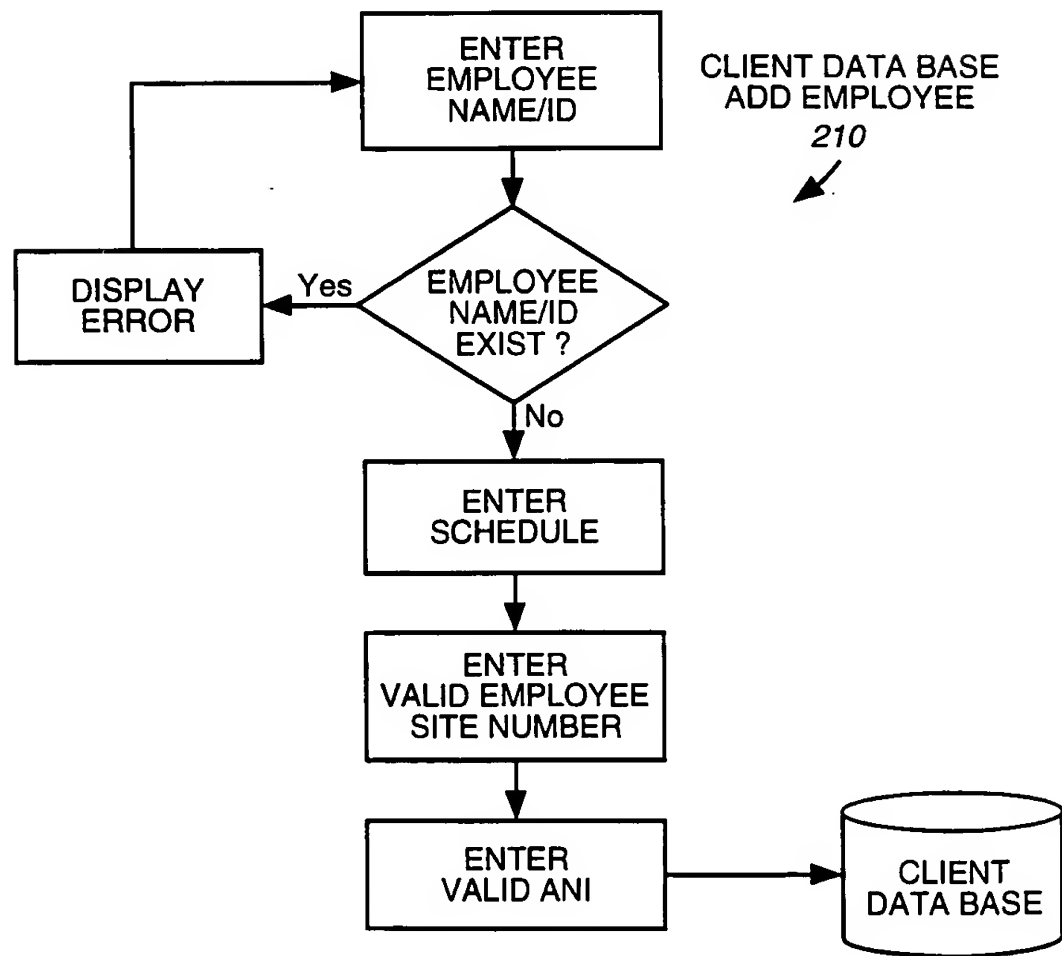


FIG. 12

CLIENT
DATA BASE

VIEW/UPDATE RECORD

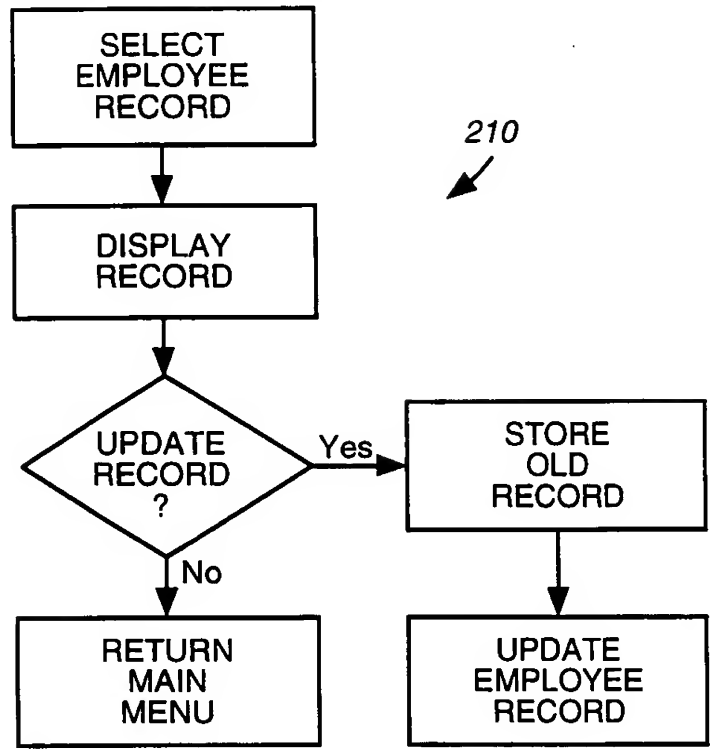


FIG. 13

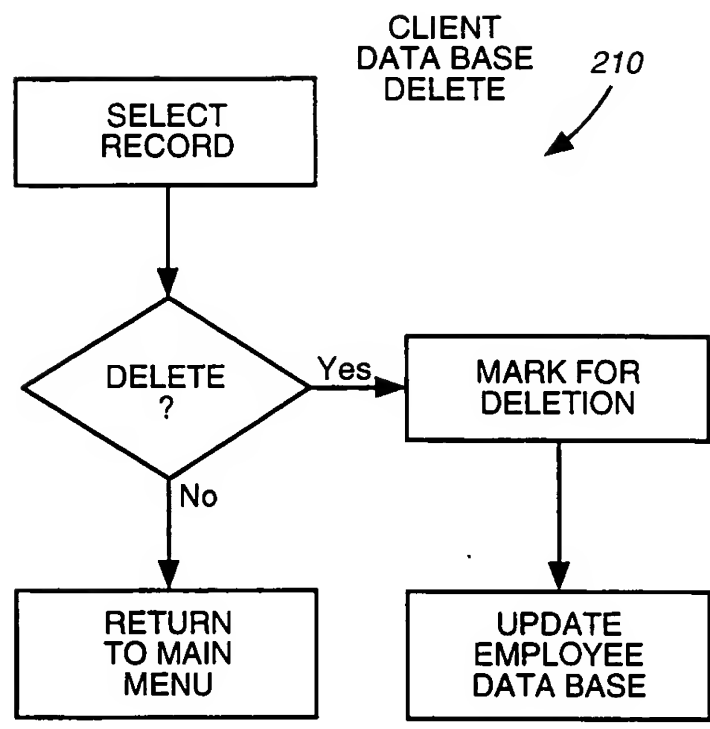


FIG. 14

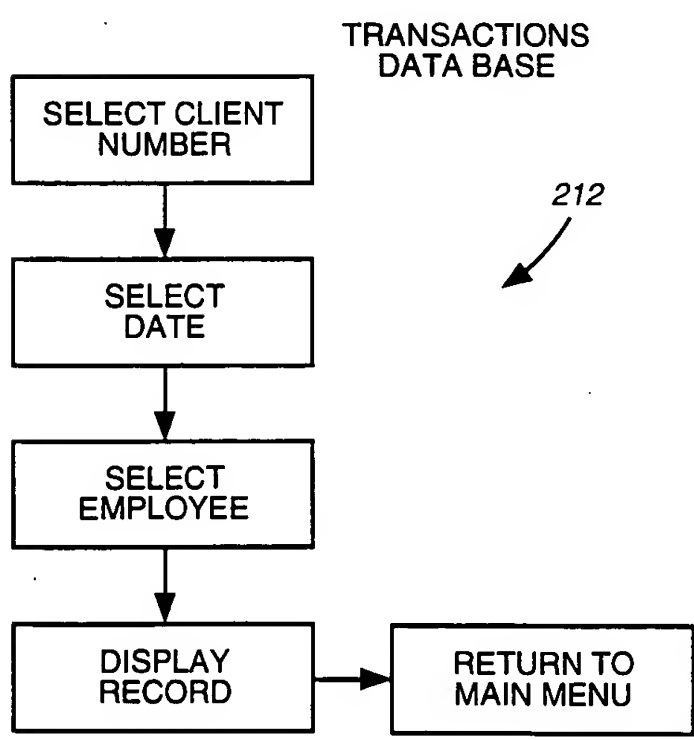


FIG. 15

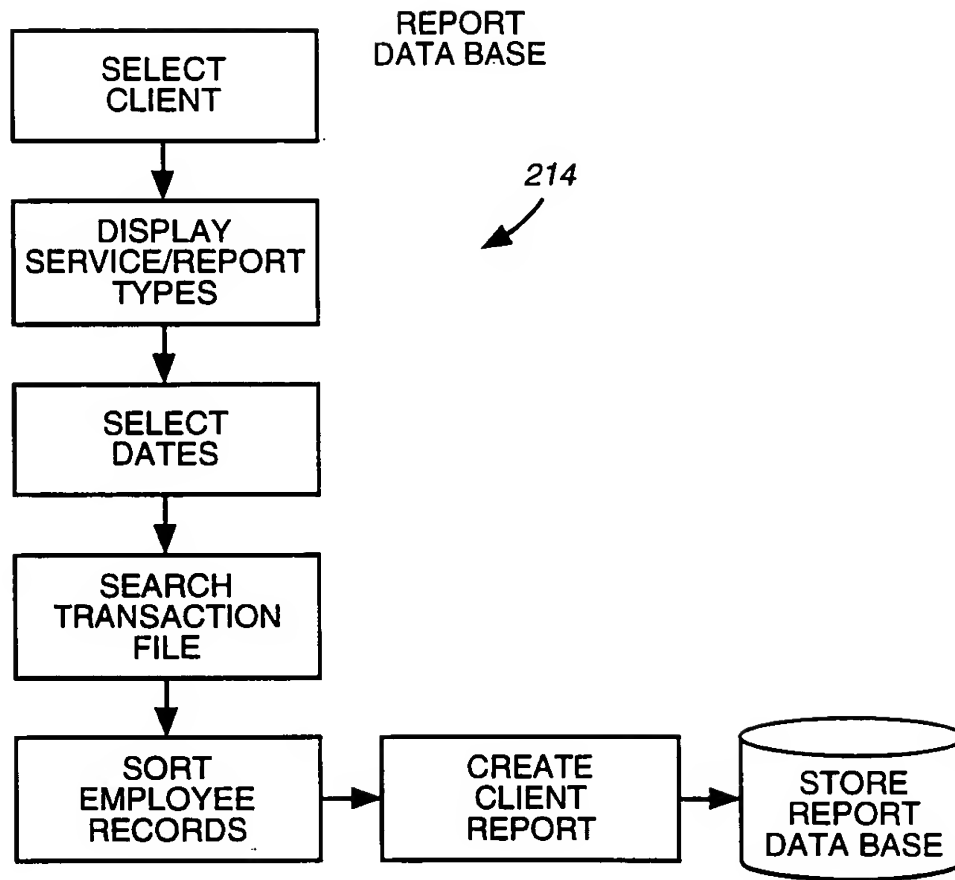


FIG. 16

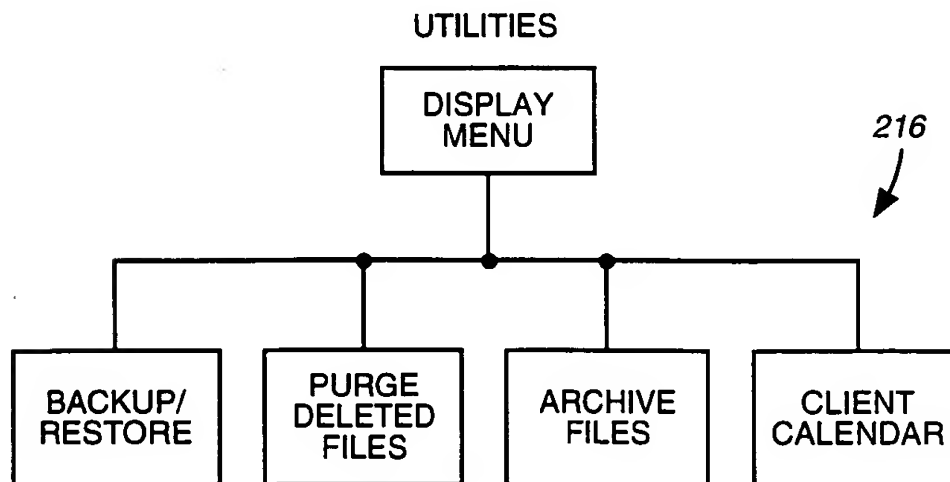


FIG. 17